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Contract

The Provision of a Customer Service Training Package

GOVIA THAMESLINK RAILWAY LIMITED

F06: Contract award notice – utilities

Notice identifier: 2025/S 000-028673

Procurement identifier (OCID): ocds-h6vhtk-049c09

Published 30 May 2025, 10:15am

Section I: Contracting entity

I.1) Name and addresses

GOVIA THAMESLINK RAILWAY LIMITED

1st Floor Monument Place, 24 Monument Street

London

EC3R8AJ

Contact

Dulcie Neal

Email

dulcie.neal@gtrailway.com

Telephone

+44 7929063232

Country

United Kingdom

Region code

UKI31 - Camden and City of London

Companies House

07934306

Internet address(es)

Main address

<https://gtrailway.com/>

I.6) Main activity

Railway services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

The Provision of a Customer Service Training Package

Reference number

2024/S 000-029913

II.1.2) Main CPV code

- 80000000 - Education and training services

II.1.3) Type of contract

Services

II.1.4) Short description

As part of GTR's Service Quality Regime (SQR) (internal auditing and mystery shopping) and customer feedback, we have recognised a requirement and opportunity for redefining

Customer Service Standards to align to increasing customers' expectations and defining and delivering a best-in-class Customer Service Training Package to underpin consistent and sustainable delivery to these standards by GTR customer-facing staff (employees), excluding drivers, and others who interact with customers as part of the GTR team

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,000,000

II.2) Description

II.2.2) Additional CPV code(s)

- 79632000 - Personnel-training services
- 79633000 - Staff development services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

As part of GTR's Service Quality Regime (SQR) (internal auditing and mystery shopping) and customer feedback, we have recognised a requirement and opportunity for redefining Customer Service Standards to align to increasing customers' expectations and defining and delivering a best-in-class Customer Service Training Package to underpin consistent and sustainable delivery to these standards by GTR customer-facing staff (employees), excluding drivers, and others who interact with customers as part of the GTR team

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-029913](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

27 May 2025

V.2.2) Information about tenders

Number of tenders received: 7

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

The Happy Consultancy Group

Chelmsford

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

09658948

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £618,098.50

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court

London

Country

United Kingdom